



U.S. AIR FORCE

**AIR FORCE FAMILY
RESOURCE GUIDE**

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**AIRMAN & FAMILY
READINESS CENTER**

2009

**Air Force Family
Resource Guide**



This Guide Is:

- An Information & Referral Resource Tool
- A Quick Reference for Frequently Used Community Support Agencies & Services
- A Guide for Regional & National Resources

Vision and Mission

Air Force Vision Statement:

“Global Vigilance, Reach, and Power”

Air Force Mission Statement:

“Deliver sovereign options for the defense of the United States of America and its global interests—to fly and fight in Air, Space, and Cyberspace.”

Notes

[illegible]

Section 7: Books

Surviving Deployment: A Guide for Military Families

- by *Karen M Pavlicin* (2003)

Today's Military Wife (5th edition): Meeting the Challenges of Service Life

- by *Lydia Sloan Cline* (2003)

When a Man Loves to Fly: A Case for Family Life in a Military Career

- by *Benjamin Fred Staff Jr* (expected 2006)

When Duty Calls: A Guide to Equip Active Duty, Guard, and Reserve Personnel and Their Loved Ones for Military Separations

- by *Carol Vandesteeg* (2001)

While They Are at War: The True Story of American Families on the Homefront

- by *Dristin Henderson* (2006)

Foreword

The Air Force Family Resource Guide is provided as a quick reference tool for frequently used community support agencies and services. This guide also contains most commonly referenced regional and national resources. A brief description of the activity or service accompanies most entries. This tool is provided electronically which allows flexibility to add locale-specific information based on needs of your military community.

The AIR FORCE Family Resource Guide contains seven sections:

- Section 1: Installation Support Agencies and Services
- Section 2: Medical Support Services
- Section 3: Chaplain Support Services
- Section 4: Family Readiness Services
- Section 5: Local/Regional/National Resources/Websites
- Section 6: Educational Scholarships and Grants
- Section 7: Books

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Section 7: Books

Effect of Reserve Activations and Active-Duty Deployments on Local Employment during the Global War on Terrorism

- by David S Loughran et al (2006)

Heroes at Home: Help & Hope for American's Military Families

- by Ellie Kay (2002)

Home Fires Burning: Married to the Military for Better or Worse

- by Karen Houppert (2006)

Household Baggage: The Moving Life of a Soldier's Wife

- by Marna Krafeski (2006)

How Deployments Affect Service Members

- by James Hosek (2006)

I'm Already Home: Keeping Your Family Close When You're on TDY

- by Elaine Gray Dumler (2003)

Married to the Military: A Survival Guide for Military Wives, Girlfriends, and Women in Uniform

- by Meredith Leyva (2003)

Military Life: The Psychology of Serving in Peace and Combat

- by Thomas W Britt (2005)

Pass It On!: How to Thrive in the Military Lifestyle

- by Kathleen P O'Beirne (1991)

Pass It On, II: Living and Leaving the Military Lifestyle

- by Kathleen P O'Beirne (1995)

Solo-Ops: A Survival Guide for Military Wives

- by Hilary Martin (2003)

Section 7: Books

While this is a beautifully illustrated book, the content is more for adults than it is for children. Grandy has suffered a great loss and is cooking a pot of “tear soup.” The allegory addresses the grieving stages and the role of friends and family in the process of “making soup.” 51 pages
Recommended for ages 8 and up

The Hero in My Pocket, by Marlene Lee

This book is written specifically for those children facing the loss of a loved one through service in the Armed Forces. 36 pages
Recommended for ages 6 - 12

Sad Isn't Bad: A Good-Grief Guidebook for Kids Dealing With Loss (Elf-Help Books for Kids), by Michaelene Mundy

This offers a simple explanation of the grief process and ways that different people express their feelings. 64 pages
Recommended for ages 5 - 10

When Dinosaurs Die: A Guide to Understanding Death (Dino Life Guides for Families), by Laurie Krasny Brown

This book is designed to help introduce the concept of death to preschoolers. It is illustrated by Marc Brown, the author of the popular Arthur series, and addresses many aspects of death. It includes topics such as suicide; so it is recommended that parents read it first and use discretion on the appropriateness for their child. 32 pages
Recommended for ages 4 - 8

Adults

Chicken Soup for the Military Wife's Soul: 101 Stories to touch the heart and rekindle the Spirit

- by Jack Canfield et al (2003)

Deployment: A Family Affair

- by Pamela Haynes and Debbie King Mabray (2006)

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Section 7: Books

There is affirmation that sadness, and even anger, are normal emotions; but the magic box offers children a way to be involved with the absent parent and plan for the happy reunion. 32 pages
Recommended for ages 3 - 7

The Kissing Hand, by Audrey Penn

This New York Times #1 Bestseller is useful for parents to read to children prior to separations of any kind. The raccoon in the story is facing separation from his Mommy when he goes to school. She kisses his hand and explains that whenever he feels lonely or scared or misses her, he can press his "kissing hand" to his cheek and feel her love. While not specifically written for military families, it is a reassuring story for parents of young children facing deployments. 32 pages
Recommended for ages 3 - 6

The Invisible String, by Patrice Karst

When twins are awakened by a thunderstorm, their mother comforts them by explaining that she is connected to them by an invisible string. The invisible string keeps those who love each other connected, regardless of distance. Whether a parent is in the next room or deployed overseas, this is a fun way to explain the power of love to children. 40 pages
Recommended for ages 3 - 6

The Bravest of the Brave, by Shutta Crum

This fun, counting story has bouncy rhymes and beautiful illustrations that recount the adventures of a young skunk walking through the dark woods. His active imagination and efforts at bravery carry him along until he is reunited with his family. This story helps to normalize the emotion of feeling afraid and is a great confidence builder for young children. 28 pages
Recommended for ages 3 - 6

Death and Grieving:

Tear Soup: A Recipe for Healing After Loss, by Pat Schwiebert and Chuck DeKlyen

Section 7: Books

Older Children:

- Deployment Journal for Kids**, by Rachel Robertson
This spiral-bound journal offers older children a safe outlet to express their feelings surrounding their parent's deployment. 96 pages
Recommended for ages 6 - 12
- My Daddy Was a Soldier: A World War II Story**, by Deborah Kogan Ray
This book describes the experiences of a young girl who is missing her father while he is away at war. Military children today can relate to her emotions and, at the same time, learn about history. While victory gardens, rations, and blackouts are unique to World War II, the joy felt when a family reunites following a military separation is universal. 40 pages
Recommended for ages 5 - 9
- Soldier Mom**, by Alice Mead
This is the fictional story of a pre-teen girl who takes on additional responsibilities and experiences personal growth during her mother's 7-month deployment to Operation DESERT STORM. 160 pages
Recommended for ages 9 - 12
- War? I'm Scared**, by WeWrite Kids
This book is written by children through the perspective of a dog, addressing the events of September 11, 2001. The positive focus of this book leads the readers to understand that we can all play a role in making the world a better place. 60 pages
Recommended for ages 9 - 12

Family Bonds:

- The Magic Box: When Parents Can't Be There to Tuck You In**, by Marty Sederman, Seymour Epstein
While not military-specific, this creative book deals with parental separation as the father in the story travels overnight for his job.

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Section 1: Installation Support Agencies & Services

Airman & Family Readiness Center (A&FRC)

A commander's tool to assist in development and execution of services, activities, and processes which enhance individual, family, and community readiness, quality of life, and motivation to service. The A&FRC:

- Supports and maintains mission readiness by assisting individuals and families with adaptation to the challenges and demands of expeditionary operations and the military lifestyle.
- Serves DOD military and civilian personnel and families to include Guard and Reserve, other eligible uniformed members, military retirees, eligible family members, and annuitants.
- Collaborates with Air Force Reserve and Air National Guard to ensure all family members are prepared for the many demands and unfamiliar roles and responsibilities often associated with activation, mobilization, and deployment.
- Offers proactive, preventive, and remedial services that foster self-sufficiency and sustain the personal and family readiness of the Total Force. Information and education are offered on many aspects of family life and personal growth as well as assessment counseling and referrals.

Airman & Family Readiness Center (A&FRC) Programs and Services

Relocation Assistance offers programs and resources to help mitigate stress and challenges of moving to a new area. Up-to-date information/resources are maintained on inbound and outbound locations to include schools and higher institutions of education/technical training, housing, labor market, health care choices, recreation, and other pertinent topics. Trained sponsors

Section 7: Books

My Red Balloon, by *Eve Bunting*

This sweet reunion story is beautifully illustrated with gentle, water-color paintings. A Navy ship's homecoming is a time for joy; and, yet, there is also anxiety as the reunion moment approaches. The author perfectly describes these emotions in telling the story of Bobby's welcome-balloon floating away prior to his sailor father's disembarking. Tension mounts for Bobby who fears his Daddy won't be able to find him without the balloon. All of these fears melt away as father and son are reunited in an embrace which erase the pain of separation.

32 pages

Recommended for ages 3 - 6

The Soldier's Tree, by *Stephanie L. Pickup*

This Christmas story, with child-like illustrations and poetic lyrics, is intended to help those families whose service member will be deployed over the holidays.

18 pages

Recommended for ages 3 - 6

My Daddy is a Soldier, by *Kirk and Sharron Hilbrecht*

This book offers a simple explanation for a young child to understand military life. It describes physical fitness training, a soldier's uniform, what it's like training "in the field," military separations, and pride that Daddy's job helps make the world a better place to live. The story also describes the experience of a move, saying goodbye, and making new friends.

31 pages

Recommended for ages 3 - 6

Also available, by the same authors, written in similar style:

My Daddy is an Airman

My Daddy is a Guardsman

My Mommy is an Airman

My Mommy is a Guardsman

Section 7: Books

keep the world safe. This book is relevant for all branches of service.

11 pages

Recommended for ages 2 - 5

Mommy, You're My Hero, by Michelle Ferguson-Cohen

Written in the same style as "Daddy, You're My Hero," with the same bright, fun illustrations. This version, however, is for the children of female service members. It is also available as a board-book.

11 pages

Recommended for ages 2 - 5

Daddy Got His Orders, by Kathy Mitchell

The cute cartoon-illustrations of this book portray a family experiencing their Daddy's deployment. Written in question-and-answer format, the book's main character, T.J., normalizes fears and concerns that many children feel. This book is ideal for children of soldiers experiencing lengthy deployments, as T.J.'s Daddy will be gone for over a year. It is especially helpful for children of Guard and Reserve units who live in civilian neighborhoods as T.J. wonders, "Why are we decorating our house (with yellow ribbons) when no one else is?" It describes the use of e-mail, care-packages, and prayers to keep the family connected during this time.

16 pages

Recommended for ages 3 - 6

Daddy's In Iraq But I Want him Back, by Carmen R. Hoyt

This book outlines the stages of a deployment, from farewell to reunion, from the perspective of Jack, a 3-year-old. It is designed to help young children who have difficulties with the concept of time to understand that the separation has a beginning, middle, and an end. With simple child-like illustrations, we see Jack's family carry on with the support of extended family and communication from the deployed father.

22 pages

Recommended for ages 3 - 6

Section 1: Installation Support Agencies & Services

are offered to each incoming personnel. Air Force spouses are welcomed by the unit Key Spouse volunteers. Youth and teens receive a welcome package. Opportunities to network and assimilate into the community are available through playgroups. For more information, visit the Military Homefront website or Air Force Crossroads. Contacting the A&FRC Relocation Center is an excellent first step in exploring the right options for you and your family. Services include:

- Newcomer Orientation (Member and Spouses)
- Military Child Education – newly created relocation service designed to reduce/eliminate stress caused by changing schools and adapting to new requirements <http://www.militarychild.org>
- Sponsorship Training
- Hearts Apart Program (support for geographically separated families)
- Loan Locker (free loan-outs until household goods arrive)
- Military Homefront <http://militaryhomefront.org>
- Air Force Crossroads <http://afcrossroads.com>
- Playgroups
- Airman's Attic
- Worldwide base compact disks
- Cultural resources/pamphlets
- One-on-one assessment counseling

Personal and Family Readiness provides mobility and deployment assistance to members/families to meet pre-deployment, sustainment, and post-deployment challenges. Services and activities help prepare members/families to successfully manage separation and reintegration, increase individual and family morale and unit cohesion, and support operational readiness. The focal points of separation are before, during, and after. Each separation is different, thus the importance of providing sustained support. Support services include:

- Morale Calls

Section 3: Chaplain Support Services

- Family Ministry assists families with issues arising from poor communication, conflict management, family worship, or children's ministry.

Funeral Services. Chaplains conduct funeral services for military members and their families. For information about memorial services, graveside ceremonies, and pastoral support, contact your local base chapel or chaplain. The installation mortuary affairs officer has information on funeral and burial benefits, memorial services, graveside ceremonies, and headstone and memorial markers.

Privileged Communications with Chaplains. The policy of the United States Air Force Chaplain Service is that under no circumstances (except with the client's consent) will a chaplain ever compromise communication.

Section 7: Books

The following books may be found at your local base library, Airman & Family Readiness Centers (A&FRCs), or local book stores.

Younger Children:

A Yellow Ribbon for Daddy, by Anissa Mersiowsky

In a lyrical tone, this book presents the difficult questions children might pose during a deployment. An example of the issues addressed is, "why is Daddy fighting when he told me that I can't?"

24 pages

Recommended for ages 3 - 6

Daddy Is a Soldier, by Kirsten Hallowell

This is a very small and simple book with rhyming text, intended for the youngest of audiences. Toddlers can grasp the easy explanations about Daddy's job and that he sometimes has to go away.

16 pages

Recommended for ages 2 - 4

While You Are Away, by Eileen Spinelli

This richly illustrated book is designed to help children deal with parental separation due to military deployments. It addresses each branch of service as children describe what they miss while their Daddy or Mommy is away. The final page displays each of the children happily reunited with their parent in a homecoming embrace, offering reassurance at the end of separation.

32 pages

Recommended for ages 3 - 6

Daddy, You're My Hero, by Michelle Ferguson-Cohen

The whimsical, multi-cultural, child-like illustrations and easy-to-read text offers young children a description of deployment day. It describes Mommy's tears, Daddy's farewell hug, and the child's plans for care-packages and a reunion party. It also gives a simple explanation as to why Daddy has to leave to help

Section 6: Educational Scholarships and Grants

Need-Based-Aid – Aid that should cover the costs the family can not.

Promissory Note – Legally binding document student signs when they accept student loan.

Default – Failure to repay a loan according to the terms agreed to when student signed the promissory note.

LOCAL SCHOLARSHIPS

Insert Name
Brief description
Web address

Insert Name
Brief description
Web address

Insert Name
Brief description
Web address

Insert Name
Brief description
Web address

Section 4: Family Readiness Services

Pre-Deployment.

<http://www.daads.com/>
<http://www.sgtmoms.com>

Prior to deployment, spouses normally feel anxious. This generally occurs 4 to 6 weeks before the member deploys. The remaining spouse may feel tense, selfish, and guilty about not wanting the member to go. There is also frustration when members seek to balance extra work/training hours readying to deploy while making personal and family preparations. There may be unacknowledged anger which can trigger depression or physical problems. Spouses may become distant, and withhold thoughts and feelings. Feelings of disorganization and sadness are common. Children often react to parent's stress and express their feelings by withdrawing or misbehaving.

Deployment/Sustainment. Once the separation occurs, member/families seek to find a new normal. Of necessity, family establishes new routines. In time, about 2 weeks, spouses begin to feel confident. Separation is a time of positive growth and change.

Reintegration. This last stage is characterized as a process—not an event. Reintegration is different for each member of the family. Communicate changes and allow time to readjust. Note uncharacteristic behaviors and need seek assistance if needed.

Legal Issues. A Power of Attorney (POA) can be a useful tool in managing affairs when deployed. This is a document that allows someone else to act on behalf of the grantor. It transfers to another person the legal power and authority to do something that the grantor could do if he/she were physically present. The two main types of POAs are General and Special:

- A general POA grants very broad powers. In most instances, it allows the grantee to do anything that the grantor could have done.

Section 1: Installation Support Agencies & Services

- Key Spouse Program – Unit spouse volunteers who provide peer-to-peer Wingman support for families of deployed personnel
- Support Groups
- Pre-Deployment Briefings
- Reintegration Briefings
- Family Mobility Processing (special activity)
- Family support packages
- Car Care Because We Care (free oil change)
- 4 hours free child care monthly through the Child Development Centers (CDC)
- 16 Hours free reintegration child care (offered on most installations; check with A&FRC)
- Emergency Family Assistance Control Center (EFACC)
Collaboration of base and community support agencies which activates during emergency/crisis situations as a result of a contingency operation or natural disaster to provide one-stop assistance/service/counseling and information to families in distress

Spouse Employment Assistance supports customers in achieving short-term and long-term employment and career goals. Services include:

- Employment skills training
- Resume assistance
- Interviewing skills assistance
- Local and long-distance job search
- Job bank/referral network
- Home-based business opportunities (small business and entrepreneurial ventures)
- Federal employment workshops
- Labor market information
- Portable job skills opportunities
- Scholarship listings
- Job Fairs

Section 6: Educational Scholarships and Grants

counseling optimizes the combination of tuition payment plans and PLUS loan debt to minimize loan interest payments for a given monthly payment. <https://www.afford.com/index.aspx?di=qt5a31fsns5xm545n30r4ouk>

Online Scholarships

Grantham University — Is an online university that caters to the military community. Grantham's degree programs are self-paced and self-directed and can be completed from anywhere you have Internet access. The Military Scholarship covers:

- ☐ The Grantham tuition in excess of TA up to the FY cap
- ☐ Required textbooks and software
- ☐ Shipping
- ☐ All application and lab fees

<https://stars.grantham.edu/EAFForm/views/Home.aspx>

Financial Aid Terms

Cost of Attendance – Amount it will cost the student to go to school. Can be by class, semester or year

Expected Family Contribution – Amount the family is expected to pay towards the college expenses.

Free Application for Federal Student Aid (FAFSA) – Form to complete for family financial information so financial need can be determined. May be picked up at the college's financial aid office and mailed to address on form when completed.

Student Aid Report – Within 4 –6 weeks after mailing your FAFSA, a Student Aid Report is sent to the student with Federal Pell Grant information and the results of the financial aid need analysis.

Financial Aid Package – Total amount of financial aid (federal and nonfederal) a student receives.

Section 6: Educational Scholarships and Grants

[preferred alternative loans.asp](#)

Wells Fargo — If you've received all the federal loans you're eligible for and still don't have enough, you can use a Wells Fargo private loan to borrow up to the entire cost of your education. <https://www.wellsfargo.com/student/loans/steps/private>

Nellie Mae — Since 1982, we've helped millions of students and their families pay for college by providing a broad range of loans under the Federal Family Education Loan Program (FFELP) and privately funded loan programs. <http://www.nelliemae.com>

Tuition Payment Plans:

Tuition payment plans are sort-term (12 months or less) installment plans which split your tuition into equal monthly payments. Many such plans are essentially interest-free, but some have fees or finance charges. Ask about the costs to you before using a tuition installment plan.

Academic Management Services AMS's Tuition Pay lets you pay your tuition bill in small, monthly installments at more than 1,500 schools nationwide. The service is interest-free. There is a low annual enrollment fee around \$50. For more information call 1-800-635-0120. <https://secure.tuitionpay.com/cgi-bin/WebObjects/TuitionPay>

FACTS Tuition Management offers tuition management and budgeting services for educational institutions at all levels, from pre-school through post-graduate institutions. <http://www.factsmgt.com/FACTS/>

Tuition Management Systems provides tuition payment programs for kindergarten through college. The interest-free monthly payment option allows students and families to spread educational costs over a several months, without interest and without borrowing. (There is an enrollment fee that ranges from \$30 to \$60, depending on the school.) Their BorrowSmart

Section 1: Installation Support Agencies & Services

Volunteer Resources coordinates installation volunteer recruitment, training, and recognition in collaboration with other base agencies. Each installation has specific guidance on how volunteers are recognized. Recognition opportunities include:

- Volunteer of the Quarter
- Volunteer of the Year
- Volunteer Recognition Week (April)
- Volunteer Excellence Award (VEA)

Transition Assistance provides retiring, separating, and demobilizing members/families information, skills, and knowledge needed for a successful transition to the civilian community. By Executive Order and Air Force policy, transition assistance is also provided to DOD civilian employees and family members impacted by restructuring and reductions. Programs and benefits include:

- Pre-separation counseling
- Transition Assistance Workshops
- Disability Transition Assistance Workshops
- Resume/Interviewing/Networking/Skills Workshops
- Federal Employment Workshops
- Salary negotiations
- Labor market information/networks
- Veterans Affairs (VA) representative assistance
- Discovery Resource Center (assistance and service while accessing computers and career resources)
- AFW2 (AF Wounded Warrior) – Ill or injured Airmen and family
- Verification of Military Experience and Training (VMET)
- Career Center Counselor
- Starting Your Own Business Workshops
- Individual Transition Plans (ITP)
- Job Fairs

Family Life Education enhances the individual's knowledge, skills, and abilities to anticipate and meet challenges throughout various stages of the military family life cycle. Offers personal

Section 1: Installation Support Agencies & Services

enrichment workshops, services, and activities that strengthen individual, family, and unit readiness. Services include:

- One-on-one assessment counseling
- Crisis intervention
- Information and referrals
- Track and trend data
- Design activities and services based on identified needs and strengths of the community
- Discovery Resource Center (resources and materials aimed at personal growth and development of the individual and family unit)

Personal Financial Management offers information, education, and personal counseling to help individuals and families maintain financial readiness/stability and achieve their financial goals. Services include:

- Budget development
- Checkbook management
- Savings and investing workshops/Thrift Savings Plan
- Debt management
- Credit management
- Financial readiness seminars
- One-on-one counseling

Air Force Aid Society (AFAS) is a non-profit organization established to resolve short-term financial difficulties and emergency situations. Services are provided on a case-by-case basis and may include:

- Interest-free loans
- Grants
- Bridge loans, in the event of family member's death
- Primary vehicle repair
- Basic living expenses
- Family member scholarships

Section 6: Educational Scholarships and Grants

needs. <http://www.campusdoor.com>

Chase offers an unsecured consumer loan for all education needs, from K-12 through Graduate/Professional School. <http://www.educationone.com>

Chela Student Loans has focused solely on providing students and their families with the best possible education financing solutions. <http://www.chelastudentloans.org/Loans/PrivateLoans.asp>

Citibank offers the CitiAssist Loan, an alternative student loan with no loan fees, a low interest rate, no payment while you're in school, flexible repayment options and borrower benefits. CitiAssist loans are available for undergraduate, graduate and medical/dental students. <http://www.studentloan.com>

Education Finance Partners is a team of industry leaders committed to finding innovative solutions to bridging the gap in education financing. <http://www.educationfinancepartners.com>

GMAC Bank has offered private education loans since 2003. Since that time, GMAC Bank has helped thousands of students achieve their goals of higher education. Our program offers loans for undergraduate, graduate, and continuing education. <http://edloan.gmacbank.com>

Key Education Loans — Student Loans, Federal Student Loans, Professional Loans and More. <http://www.key.com/html/H-1.3.html>

MyRichUncle is a national student loan company offering federal and private loans to undergraduate, graduate, and professional students. [http://www.myrichuncle.com/\(exmtowuirymyke550rrhae45\)/index.aspx](http://www.myrichuncle.com/(exmtowuirymyke550rrhae45)/index.aspx)

National Education's Preferred Alternative Loan Program is available to undergraduates and graduates of participating schools. <http://www.nationaleducation.com/>

Section 6: Educational Scholarships and Grants

Alternative Sources of Financial Aid:

Payment Plans: Contact your schools financial aid office for information regarding tuition payment plans that allow you to pay as you go. Contact your employer to see if they offer an Employee Reimbursement Plan. This may also allow eligible students to defer tuition payment while awaiting reimbursement. If you are a graduate student you may want to talk to your department head for previously awarded scholarships in your area of study.

Alternative/Private Student Loans: The terms and conditions of these private educational loans are similar to the Federal Stafford Loan. Often students who are not eligible for Federal Student Loans or students who want to supplement their Federal Loans will apply. Consideration is based on the creditworthiness of the applicant or co-signer. Contact the lender to apply, or for requirements, interest rates, and fees which can vary among lenders. There are no federal forms to complete when applying for these loans.

Private Students Loans

Sallie Mae is the nation's leading provider of student loans, helping millions of Americans achieve their dream of a higher education. <http://www.salliemae.com>

Education loans through Wachovia bank. http://www.wachovia.com/personal/page/0,,325_496,00.html
TERI, The Education Resources Institute, Inc. is the most experienced and largest nonprofit sponsor of private loans for education. TERI is also a leader in providing college access programs that help people identify and achieve their postsecondary goals. <http://www.teri.org>

Campus Door the resource for 100% of your education loan

Section 1: Installation Support Agencies & Services

AFAS Programs include:

Bundles and Books for Babies. Sponsored by the AFAS and the A&FRC for active duty Air Force families in their third trimester.

Families receive:

- A layette which contains a crib blanket, towel set, wash puppy and two receiving blankets, two sleep-and-play sets, two pair of white booties, and two onesies
- Time-Life book, Your Baby's First Year
- Growth Chart

Car Care Because We Care.

- Visual safety inspection and oil change and lube for the family's primary vehicle for spouses of active duty Air Force members deployed for more than 30 days
- Spouses of active duty Air Force members assigned to a remote tour
- First-term Airmen at their first duty station (one time only)
- If the safety inspection identifies needed repairs, the spouse or first-term Airman may apply for a loan from the AFAS to pay for the repairs. The inspection, oil change and lube are done in partnership with the Base Service Station using a voucher obtained from the A&FRC

Child Care for PCS Program

- 20 hours of free child care (per child)
- Families of *all* ranks with PCS orders within 60 days of arrival or departure of duty station
- Family Home Day Care is the authorized provider of care
- Certificates issued by the A&FRC

Child Care for Volunteers

- Child care expenses paid while doing volunteer work in programs supporting the Air Force community

Section 1: Installation Support Agencies & Services

- Family Home Day Care is the authorized provider of care
- Volunteers in fundraising activities, resale (Thrift Shop), and social activities are not eligible

Education Grants

- Competitive grants of \$2,000 awarded by AFAS to sons and daughters of active duty, retired, or deceased members while on active duty or in retired status
- Applications available at the A&FRC and on the internet at <http://www.afas.org>

Emergency Financial Assistance

- Assistance is by loan and/or grant or a loan/grant combination
- Assistance may be given for food and rent, emergency leave travel expenses, bridge loans to assist with funerals for active duty dependent death, repair of primary means of transportation, fire or other disasters, and limited amounts for medical/dental expenses not covered by insurance

Mental Health

- Offers outpatient services such as individual, child/adolescent, and marital/group psychotherapy
- Crisis intervention services
- Classes offered in parenting, anger management, marriage building and couples communication, and stress management
- Toddler play groups available for socialization and parent support

Health and Wellness Center (HAWC)

- Provides a wide variety of free pamphlets and classes on topics such as weight management, stress management, smoking cessation, improving fitness, healthy cooking, lowering cholesterol, diabetes education, and women's and men's health

Section 6: Educational Scholarships and Grants

ciation of State Treasurers. Provides information and links to state college savings plans. <http://www.collegesavings.org>
Provides information and links to college and financial resources. <http://www.college411.org>

This website is a scholarship search. There are over 2000 scholarships listed here. <http://www.freschinfo.com>

This is a free searching tool for finding scholarships. <http://www.scholarships.com>

The "Paying for College 2005? Your Questions Answered" article provides information for families paying for college. <http://www.kiplinger.com/personalfinance/magazine/archives/2005/09/collegesav.html>

A comprehensive resource on student financial aid from the U.S. Department of Education. Grants, loans, and work-study are the three major forms of aid available through the Department's Federal Student Aid office. <http://studentaid.ed.gov/guide>

The Federal Employee Education & Assistance Fund (FEEA) — or "FEE-uh" as it's commonly pronounced — is the only non-profit organization devoted solely to helping civilian federal and postal employees. FEEA offers scholarships and emergency financial assistance to civilian federal and postal employees and their qualifying family members. <http://www.feea.org>
USIA Fulbright Program—Established in 1946, the Fulbright program aims to increase mutual understanding between the peoples of the United States and other countries, through the exchange of persons, knowledge, and skills. <http://www.iie.org/fulbright/fulbrigh.htm>

Dantes Web site. Student Financial Aid Information. http://www.dantes.doded.mil/dantes_web/refpubs/finaid.htm

Section 6: Educational Scholarships and Grants

Money-Winning Scholarship Essays and Interviews: Insider Strategies from Judges and Winners by Gen S. Tanabe.
(SuperCollege. 2002) ISBN: 0965755614

Web Sites:

Fin Aid provides information about how to avoid becoming the victim of a scholarship scam. <http://www.finaid.org/scholarships/protecting.phtml>

Free Application for Federal Student Aid. <http://www.fafsa.ed.gov>

The US Department of Education's studentaid.ed.gov site contains links to information provided elsewhere by the Department, organized by year in school. <http://studentaid.ed.gov/PORTALSWebApp/students/english/index.jsp>

The College Board Home Page includes an instant profile search of available grants and scholarships for students. http://apps.collegeboard.com/cbsearch_ss/welcome.jsp

This database contains listings of more than 500,000 private-sector awards from 1,570 sponsors. <http://www.collegenet.com/mach25>

HEATH Resource Center is a resource on financial aid for students with disabilities. <http://www.heath.gwu.edu>
Comprehensive web site that provides information on loans, scholarships, military aid, and other sources of educational funding. <http://www.finaid.org>

Fastweb is a free scholarship web site for parents and students. The site includes a loan calculator and list of key dates for financial aid and admissions. <http://www.fastweb.com>

College Savings Plan Network, an affiliate of the National Asso-

Section 2: Medical Support Services

Physical Indicators of Emotional Abuse:

- Eating disorders, including obesity or anorexia
- Speech disorders (stuttering, stammering)
- Developmental delays in the acquisition of speech or motor skills
- Weight or height substantially below norm
- Flat or bald spots on head (infants)
- Nervous disorders (rashes, hives, facial tics, stomach aches)

Behavioral Indicators of Emotional Abuse:

- Habit disorders (biting, rocking, head-banging)
- Cruel behavior, seeming to get pleasure from hurting children, adults or animals; seeming to get pleasure from being mistreated
- Age-inappropriate behaviors (bedwetting, wetting, soiling)
- Behavioral extremes, such as overly compliant-demanding; withdrawn-aggressive; listless-excitable

Physical Indicators of Neglect:

- Poor hygiene, including lice, scabies, severe or untreated diaper rash, bedsores, body odor
- Squinting
- Unsuitable clothing; missing key articles of clothing (underwear, socks, shoes); overdressed or underdressed for climate conditions
- Untreated injury or illness
- Lack of immunizations
- Indicators of prolonged exposure to elements (excessive sunburn, insect bites, colds)
- Height and weight significantly below age level
- Chronic hunger, tiredness, or lethargy
- Begging for or collecting leftovers
- Assuming adult responsibilities

Section 2: Medical Support Services

- Reporting no caretaker at home

Behavioral Indicators of Neglect:

- Unusual school attendance
- Chronic absenteeism
- Chronic hunger, tiredness, or lethargy
- Begging for or collecting leftovers
- Assuming adult responsibilities
- Reporting no caretaker at home

This information is provided as a service, and no listing of abuse or neglect indicators can include all signs. Please use your best judgment.

Reporting Suspected Child Abuse. Suspicion of abuse is all that is necessary to file a report. Your information can be given anonymously. You will be asked to describe your concerns about the child, and it will be helpful if you can provide: the child's name, age, address, gender, school attended (if possible), and names of parents.

If it is an emergency, call your local police department. They can ensure the immediate safety of a child and get medical attention, if needed. Call your state or local child abuse hotline.

Contact **Childhelp USA® National Child Abuse Hotline** by telephone at **1-800-4-A-CHILD®** or through their website at <http://www.childhelpusa.org> for information about how to report in your community.

<http://www.childabuse.org/report%20abuse.html>

Section 6: Educational Scholarships and Grants

College Cost & Financial Aid Handbook 2006: All-New 25th Edition (College Costs and Financial Aid handbook), by College Board. (College Board; 25th Rev edition 2005) ISBN: 0874477514

Complete Idiot's Guide to Financial Aid for College, by David Rye. (Alpha books. 2000) ISBN: 0028639944
Paying for College without Going Broke 2006 (College Admissions Guides), by Kalman A. Chany. (Princeton Review. 2005) ISBN: 0375765026

The Scholarship Book 2005: The Complete Guide to private-Sector Scholarships, Fellowships, Grants and Loans for Undergraduates, by Daniel J. Cassidy. (Prentice hall press. 2004) ISBN: 0735203776

Peterson's Scholarships, Grants & Prizes 2006 (Peterson's Scholarships, Grants & Prizes), by Thomson Peterson. (Peterson's Guides. 2005) ISBN: 076891888X

Financial Aid for African Americans, 2005-2007 (Financial Aid for African American), by Gail Ann Schlachter. (Reference Service Press. 2005). ISBN: 1588411338

2003-2004 Guide to Federal Government College Financial Aid, College Financing, Financial Resources, Money for the Cost of College, Applying for Federal Student Aid (CD-ROM), by U.S. Government. (Progressive Management. 2003) ISBN: 1592481531

The Scholarship Scouting Report: An Insider's Guide to America's Best Scholarships, by Ben Kaplan (Harper Resource. 2003) ISBN: 0060936541

Scholarship Handbook 2006 (College Board Scholarship Handbook, 9th Edition), by Joseph a. Russo (2005) ISBN: 0874477522

Section 6: Educational Scholarships and Grants

The Navy Wives Clubs of America is a non-profit organization supporting Navy and Marine Corps spouses. This link provides access to several scholarship programs the organization offers to military spouses and dependent children.
<http://navywivesclubsofamerica.org/scholarinfo.htm>

Fleet Reserve Association (FRA) - Members can be active duty, Reserve, or retired personnel of Navy, Marine Corps or Coast Guard. <http://www.fra.org>

ROTC Scholarships - <http://www.navy.com>

COAST GUARD

The central purpose of Coast Guard Mutual Assistance is to assist our clients during their time of financial need. In general, assistance is provided through counseling, short-term interest-free loans, financial grants, referrals, and other related means. Coast Guard Mutual Assistance should be used to supplement, not replace other forms of available assistance. 1-800-881-2462 <http://www.cgmahq.org>

Fleet Reserve Association (FRA) - Members can be active duty, Reserve, or retired personnel of Navy, Marine Corps or Coast Guard. <http://www.fra.org>

Books

Kaplan Scholarships 2006 (Scholarships Kaplan), by Gail Schlachter (Kaplan.2006 ISBN: 0743265483)

The Best Way to Save for College: A Complete Guide to 529 Plans, 2005 (Best Way to Save for College), by Joseph F. Hurley. (Savingforcollege.Com LLC 2004) ISBN: 0974297755

Conquer the Cost of College: The Family guide to Paying for college, by Elizabeth Cote. (Kaplan.2001). ISBN: 0743222601

Section 1: Installation Support Agencies & Services

- Individualized fitness level assessments
- Spouses and DOD civilians welcome

Family Member Programs Flight

- Child Development Center (CDC)
- Family Child Care (FCC) homes designed to meet flexible child care needs
- Extended Duty Care is free child care provided in FCC homes for parents who must work extended hours
- School Age Programs (SAP)
- Youth Centers
- Returning Home Care provides 16 hours of no-cost care for children of parents returning home from deployments
- Mildly Ill Family Child Care (MIFCC) is a pilot program at Travis. Provides care for children who are mildly ill and unable to attend their regular care arrangements. No additional cost to parents who use MIFCC; however, parents are responsible for their regular child care fees
- FCC Subsidy Program reduces parent out-of-pocket expenses. Parents pay the FCC subsidized provider the same fee as if receiving care at the CDC. *Operation Mili-tary Child Care in Your Neighborhood* and *Operation Mili-tary Child Care* are DOD initiatives through the National Association of Child Care Resource and Referral Agencies to support child care needs of military parents who are deployed or mobilized. To apply, contact Child Care Aware at 1-800-424-2246, or www.childcareaware.org.

Education Center is an official DOD Activity for Non-Traditional Educational Support (DANTES) testing center and offers a wide variety of testing opportunities. Active Duty, Guard, and Reserve personnel test free. Civilian employees and family members may test for a fee. Available tests include:

- Air Force Institute of Advanced Distance Learning Tests & PME Testing
- Air Force Reading Abilities Test (AFRAT)

Section 1: Installation Support Agencies & Services

- American College Test (ACT)
- Certification Examinations
- College Level Examination Program (CLEP)
- DANTES Standardized Subject Tests
- Examination Tests for Correspondence Coursework
- Excelsior College Examinations
- Scholastic Aptitude Test (SAT)
- CLEP and DANTES Standardized Subject Tests study guides and general CLEP videos are available at the Education Center and Base Library

The Community College of the Air Force (CCAF) offers and awards job-related Associate in Applied Science degrees in an individual's AA&FRC and other academic credentials to enhance mission readiness, contribute to recruiting, assist in retention, and support the career transitions of Air Force enlisted members.

Red Cross – Armed Forces Emergency Services are an integral part of the mission of the American Red Cross. Services include:

- 24-hour emergency communications between military members and their families separated by distance
- Health and safety courses
- Infant, child, adult CPR with AED; First Aid
- Lifeguard; Water Safety Instructor
- CPR for the professional rescuer
- Babysitting
- HIV/AIDS prevention
- Pet First Aid
- Community disaster education
- Youth presentations K-12
- Adult presentations
- Summer Youth Program designed for teens between the ages of 13 and 17. Teens are placed in various positions on installations such as security forces, vet clinic, outdoor recreation, etc. The youth gains work experience that can be used when applying for jobs or college. Primary benefit is youth knowing he/she has

Section 6: Educational Scholarships and Grants

The Air Force Sergeants Association is a private organization for Enlisted Air Force Personnel and Retirees. The organization offers scholarships for Air Force children.
<http://www.afsahq.org>

Club Scholarship Program - For club members only. Six individuals are selected to receive a combined total of \$25,000 in scholarship money. Complete rules and eligibility can be found at www.afclubs.net

ROTC Scholarships - <http://www.afrotc.com>

ARMY

Army Emergency Relief is the Army's own emergency financial assistance organization and is dedicated to "Helping the Army Take Care of Its Own." This link offers access to the organization's Stateside Spouse Education Assistance Program (SEAP) page, with information on and applications for this scholarship program. http://www.aerhq.org/education_spouseeducation_StateSide.asp

ROTC Scholarships - <http://www.armyrotc.com>

MARINE CORPS & NAVY

The Marine Corps Scholarship foundation offers education scholarships to children of current and former members of the Marine Corps. Please visit the site for information on applying for a scholarship. <http://www.mcsf.com>

The Navy-Marine Corps Relief Society is the emergency financial assistance organization that supports the Navy and the Marine Corps. This page offers information on several scholarship programs sponsored by this organization for military spouses and children. <http://www.nmcrs.org/education.html>

Section 6: Educational Scholarships and Grants

exclusively for the military community. <http://www.military.com> Veterans of Foreign Wars - (VFW) premier scholarship program. Each year, more than 100,000 high school students compete for more than \$2.5 million in scholarships and incentives. Students compete by writing and recording a broadcast script on an annual patriotic theme. This year's theme is available by calling 816-968-1117. <https://www.vfw.org>

Defense Commissary Agency/Fisherhouse Foundation - The Fisher House™ program is a unique private-public partnership that supports America's military in their time of need. The program recognizes the special sacrifices of our men and women in uniform and the hardships of military service by meeting a humanitarian need beyond that normally provided by the Departments of Defense and Veterans Affairs. <http://www.fisherhouse.org>

Scholarships for Military Children (Commissary) - The Scholarships for Military Children Program was created to recognize the contributions of military families to the readiness of the fighting force and to celebrate the role of the commissary in the military family community. <https://www.militaryscholar.org>

Veteran's Benefits Administration - Search for Approved Education Programs. <http://www.va.gov>

AIR FORCE

The Air Force Association sponsors the Air Force Spouse Scholarship Program. Applications and specific details on the program are available on this page. <http://www.afa.aorg/aef/aid/spouse.asp>

The Air Force Aid Society (AFAS) offers grants to Air Force spouses and dependent children. http://www.afas.org/Education/body_grant.cfm

Section 1: Installation Support Agencies & Services

- contributed valuable services to their community
- Disaster service
- Blood drives
- Free child care during volunteer time

Commissary is an on-base grocery store which sells merchandise at cost, allowing a savings in excess of 32%. A 5% surcharge pays for all supplies, new construction, and remodeling of existing stores.

The Commissary website provides a myriad of information which ranges from scholarship winner announcements, upcoming sales, how to apply for a job with the Defense Commissary Agency and store operating hours. <http://www.commissaries.com>

Military OneSource (MOS) is a DOD-funded program providing active duty Air Force, Air National Guard, AF Reserve, and their families with 24/7/365-day access to community support resources via Internet and telephone

Automatic Crisis Intervention is activated when calls involving suicide, substance abuse, maltreatments, etc., are received. MOS will contact the member's installation command post and other necessary support agencies to protect member/family member from harm to self or others. Services include:

- Face-to-face counseling services on non-medical and personal financial counseling issues; 6 sessions per issue
- Interpretation in 64 languages
- Free Turbo Tax Services
- On-line research materials on everyday issues such as relationships, deployment support, health, education, relocation, finances, etc.

MOS is accessible via telephone using a commercial line.

Stateside: CONUS: 1-800-342-9647

Overseas: *OCONUS Universal Free Phone: 800-3429-6477

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Collect from Overseas: OCONUS Collect: 1-484-530-5908
 En español llame al: 1-877-888-0727
 TTY/TDD: 1-800-346-9188
<http://www.militaryonesource.com/>

Air Force Crossroads is the official Air Force community website for delivery of quality-of-life information to Air Force (military and civil service), Air National Guard, Reservists, retirees, and their family members. Services include:

- DOD Installations/sites worldwide augmented with photo galleries
- Local area websites, newspapers, TV/radio stations, utilities, and education links
- Air Force Job Bank. Over 712 employers registered in traditional and telework job banks offer continuous job openings; free to employers/job seekers; \$7,000,000+ back to AF families in 3 years; \$10,000 - \$100,000 salary range; includes job leads from new government contracts
- GI Mail. A worldwide web e-mail service for DOD members (all Services) and their families; free web e-mail service; designed for fast response; 66,280+ accounts, 2,500-3,000 users/day
- Education. Includes information/links to education resources to include scholarships; 13,200+ total links, over 175 new links pending approval; maps and links for military-impacted schools around all bases
- Financial. Provides information on financial aid, credit, and money management links, etc.
- Spouse Network. Spouse Forum and Chat Room for Air Force spouse peer support and discussions
- Teens and Youth. Over 450 links; 150+ new links pending approval
- Flea Market. Access to global on-line classified for re-locating families
- Pet Center. A one-stop repository of information on moving pets; links to veterinary services; state/national information on movement/adoption of pets

Section 6: Educational Scholarships and Grants

Scholarship resources for Military members and their dependents.

ALL BRANCHES

The National Military Family Association's Joanne Holbrook Patton Scholarship Program offers education scholarships to military spouses. http://www.nmfa.org/site/pageServer?pagename=Spouse_Scholarship

T.H.A.N.K.S. U.S.A. is a non-profit organization offering educational scholarships to spouses and dependent children of active duty military personnel. <http://www.thanksusa.org/main/scholarships.html>

Military.com is an online Military community. This link offers access to a searchable database of financial aid resources for service members and their dependent family members. <http://aid.military.com/scholarship/search-for-scholarships.do>

Scholarships for Military Children Program provides funding for dependent military children from all branches of the military. <http://www.militaryscholar.org>

The Military Officers Association of America is a non-profit membership organization for military officers. The organization offers a scholarship program for dependent military children. http://www.moaa.org/controller.asp?pagename=serv_education

Armed Forces Communications and Electronic Association - The scholarships listed require students to have some connection to the U.S. Armed Forces, either as an active-duty, veteran, spouse or dependent. High school students are not eligible to apply. <http://www.afcea.org>

Military.com - Find millions of dollars in scholarships and grants

Section 5: Local/Regional/National Resources/Websites

Reunions and homecoming are a time of celebration and change. If your spouse has been away a long time, it is easy to remember only the very good things and set high expectations for his or her return. Realistically, reunions and homecomings bring an adjustment of roles for everyone.

<http://www.mccslejeune.com/images/>
http://www.mccslejeune.com/images/Marine_Corps_Return_and_Reunion.pdf

Army

A Soldier and Family Guide to Redeploying

This information guide is intended to help address redeployment issues and concerns you or your family might have. The reuniting process involves changes for both you and your family. Knowing what to expect, how to deal with the changes and where to get help, can make homecoming enjoyable and less stressful for everyone.

<http://www.pdhealth.mil/library/downloads/RedeploymentFamilyTrifold.pdf>

Army Community Service

Resources for Army families.

<http://www.myarmylifetoo.com/skins/malt/home.aspx?AllowSSL=true>

Operation R.E.A.D.Y. Resources for Educating About Deployment and You

Operation R.E.A.D.Y. is a mobilization and deployment training resource library for the Department of Army and U.S. Army Community and Family Support Center. The need for Operation R.E.A.D.Y. was prompted by military experiences which demonstrated that readiness of Service personnel is directly related to the family's well-being. Supporting families is a vital concern during mobilization and deployment.

<http://www.campbell.army.mil/1-506/FRG.htm>

Section 1: Installation Support Agencies & Services

www.afcrossroads.com

Defense Finance and Accounting Service (DFAS). MyPay allows you to manage pay information, leave and earning statements, W-2s, and more. The web address is:

<https://mypay.dfas.mil/mypay.aspx>

- **Leave and Earnings Statement (LES).** On 29 Apr 05, the Under Secretary of Defense Comptroller and the Under Secretary of Defense for Personnel and Readiness signed the new Policy for Electronic Wage and Tax Statements and LESs. Effective 1 Jul 05, all who access MyPay are consenting to receive an electronic W-2, LES, and 1099Rs

Thrift Savings Plan (TSP) is a retirement savings plan for civilians who are employed by the United States Government and members of the uniformed services. The Federal Retirement Thrift Investment Board (FRTIB) administers the TSP. The website provides information about the FRTIB electronic reading room, procurements, and employment opportunities. The web page is: <http://www.tsp.gov/>

Comptroller (Finance) provides military, travel, and civilian pay support for over 12,700 personnel.

The web page is: <https://AirForcecpts.scott.af.mil/CompHome.asp?b=sct>. Information includes:

- Lodging Directory
- Out-of-Service Debt information
- AFI 65-103, Temporary Duty Orders
- Foreign currency converter
- Pay your Government Travel Card on-line
- Retired and annuitant pay
- Split disbursement
- IRS calculator for exemptions
- Automated Business Services System
- Want to Get FM Smarter?

Section 1: Installation Support Agencies & Services

- Per Diem Rates

Motorcycle Safety Program Overview. Motorcycle rider safety comes from a combination of intellectual awareness and physical riding ability, recognizing that risk assessment and operator skill are equally important. Both new and experienced motorcyclists are offered an environment where multiple levels of skills-based training combine with active mentoring by the experienced riders, thereby benefiting all involved. See your local safety office regarding its motorcycle safety program. Training is required for all personnel prior to riding a motorcycle!

Legal Office has established websites to assist all military members, retirees, and their family members with personal and civil legal problems by providing information and advice helpful in avoiding or resolving legal problems that members of the base community may encounter. They provide useful information on some of the other diverse areas in which the Legal Office plays a role, such as the procedures for filing a claim, the guidelines to be followed to avoid a conflict of interest, and matters of interest within the military justice area.

Public Affairs Office provides a strong foundation of trusted communication, council, and services:

- **Media Relations.** Provides information regarding an on-line media center, media advisories, press releases, and hometown news release forms
- **Installation Internal Information.** Includes a base-specific fact sheet, base-specific statistics, command biographies, and drawings of logos and patches
- **Community Relations.** Includes topics on supporting the troops and base-specific tour information

Section 5: Local/Regional/National Resources/Websites

Naval Submarine Base, Bangor

The Official Website for Naval Submarine Base Bangor. Featuring NSB Complex.

<http://ludb.clui.org/ex/i/WA3156/>

Strengthening Your Marriage, Even During Deployment

Marriage is not always easy or smooth sailing. For the Sailor or Marine and their family it's even more complicated. Deployment will test even the strongest of marriages. Military marriages definitely weather some storms, but take heart; they often come through stronger than before.

<http://www.lifelines.navy.mil/pls/itc/url/page/LSNAPP/LSN5DETAILLFT>

Welcome Home, Honey. Now What?

You gave your Sailor or Marine a big send-off and had a million things planned to keep you busy during the deployment. You were going to rearrange the storage space in the garage, rework the landscaping, start an exercise program, paint the bathroom and kitchen, and read all those books you've had piling up forever. Now you find yourself preparing for homecoming wondering where all the time went. It happens to everyone.

<http://www.lifelines.navy.mil/pls/itc/url/page/LSNAPP/LSN5DETAILLFT>

Marine Corps

Return and Reunion Brief for Spouses and Families

Provides information that can help you have a smooth reunion with your Marine. First, it'll talk about "where you've been." What have you experienced during this deployment and how you and your spouse might have changed? Secondly, it will talk about "where you are about to be." What are your expectations of the homecoming? Finally, it will talk about "where you want to be." How do you and your Marine transition from your separate lives caused by the deployment to being a couple again?

<http://www.mccslejeune.com/DeploySpt.html>

Special Interest Topics, Reunions and Homecoming

Section 5: Local/Regional/National Resources/Websites

Between Deployments: The Navy Never Sleeps

The old adage "the Navy never sleeps" is true. Even between deployments, Navy crews are busy at work, and ships are prepared for future missions at sea. After a typical six-month cruise, a surface ship or submarine will return to port. And although crewmembers will be given time to reunite with family and friends, there are many jobs that will continue for them in port.

<http://www.lifelines.navy.mil/pls/itc/url/page/LSNAPP/LSN5DETAILLFT>

Easy Does It: Your Spouse's Return From Deployment

Deployment happens. It is inevitable that it will occur during your spouse's military career at least once, if not several times. One way to get through a deployment is to focus on a goal: the REUNION!

<http://www.lifelines.navy.mil/pls/itc/url/page/LSNAPP/LSN5DETAILLFT>

Homecoming Celebrations: A Fun Tradition!

You've waited six long months to see your loved one come home from deployment. You dream about it constantly. In your dreams, everything is perfect. In real life, you feel insecure. You think to yourself, have I gained weight since he left? Is the house clean enough? Has she changed? Have I?

<http://www.lifelines.navy.mil/>

Lifelines Post-Deployment Articles

The Navy and Marine Corps understand the questions and worries that arise as sailors and Marines return from deployment. With the help of deployment and family services experts, Lifelines has developed some helpful resources to provide answers to questions, and to lessen the strain servicemember and their families.

<http://www.lifelines.navy.mil/portal/page>

Section 1: Installation Support Agencies & Services

The Army and Air Force Exchange Service (AAFES).

- AAFES is a joint military activity providing quality merchandise and services to authorized customers world wide at competitively low prices and generates earnings to supplement appropriated funds for military Morale, Welfare, and Recreation (MWR) programs
- AAFES' shelf prices provide customers an average 22.09 percent overall savings compared to the competition
- AAFES returns earnings to the Army and Air Force to improve troops' quality of life and to provide a dividend to support MWR programs
- AAFES is a major source of employment. Approximately 23 percent of associates are military family members

Section 2: Medical Support Services

Grief Support. When a unit member dies, it's important for the entire base community to work together to provide reassurance and a sense of security for those experiencing the loss. Support to help family members cope with feelings of loss is very important at this critical time. Common reactions experienced by persons following a sudden death include:

- Disbelief—"This can't be true"
- Questioning the reasons/justification for the death
- Anger at being deprived by the death
- Guilt/blame
- Helplessness
- Sleep difficulty
- Nightmares
- Difficulty with concentration
- Numbness and detachment
- Depression
- Anxiety

In some cases, surviving members may experience distress associated with shock and guilt and the belief that something could have been done to prevent the death. This most commonly occurs following suicides and accidental deaths.

<http://www.grief-recovery.com/>

Survivor Support Groups. Contact the A&FRC or the chaplain for assistance with locating survivor support groups in the community.

Critical Incidents are events outside the normal experience that pose actual or perceived threats of injury or exposure to death that can overwhelm both an individual's and organization's coping resource.

Section 5: Local/Regional/National Resources/Websites

ment. You may find this tip sheet helpful in ensuring a successful homecoming and readjustment.

http://www.hooah4health.com/deployment/familymatters/family_friends.doc

Navy

Fighting Fair: How to Win the War by Sometimes Losing the Battle

Most military couples agree that homecoming is the best part of a deployment. Whether you have completed one deployment or five, they don't seem to get any easier. When your spouse leaves, it seems like an eternity until he or she comes home. But, the days turn into weeks and the weeks into months. You make adjustments; and before you know it, your honey is back home again.

<http://www.lifelines.navy.mil/pls/itc/url/page/LSNAPP/LSN5DETAILLFT>

Resources to Prepare for a Safe Return from Deployment

It's time to come home after a long and dangerous deployment. Well-deserved celebrations and joyous reunions await, but so do the temptations and risks that frequently claim too many of our people. Here are some items to help you prepare your troops and yourself for the return home.

<http://www.safetycenter.navy.mil/seasonal/returnhome.htm>

"Coming Home" - Guide for Parents, Extended Family, Friends

As a parent, extended family member, or friend of an active, Guard, or Reserve service member who is just coming home or is arriving soon, you are probably both excited and nervous about the homecoming. Even if you've been through a mobilization/deployment before, this one has been different because of the increased stressors of the time. Regardless of your experience and service member's assignment, there will be a period of adjustment. You may find this tip sheet helpful in ensuring a successful homecoming and readjustment.

http://www.hooah4health.com/deployment/familymatters/family_friends.doc

Section 5: Local/Regional/National Resources/Websites

Tips for Reuniting Military Members and their Families

You may find this tip sheet helpful in ensuring a successful homecoming and readjustment.

<http://www.chapnet.army.mil/DMI/Redeployment/ServiceMembers.htm>

Reserve Affairs

Commander's Focus, Post-Deployment, and Reunion

Returning from a deployment and reunion with families are emotionally charged events. Disseminating the redeployment plan to the home station unit, family readiness program, and family members in a timely manner is key.

<http://www.defenselink.mil/ra/family/toolkit/pdf>

Guard & Reserve Family Readiness Programs Toolkit

The toolkit provides help to prepare for deployment, ensure families cope with separation, and assist single members with their needs.

<http://www.defenselink.mil/ra/family/toolkit/>

Air Force

Air Force Crossroads Return & Reunion

Now it's time for friends and loved ones to get reacquainted with each other again. Take a moment to browse through the Return and Reunion section to better prepare you, your friends, and family members on making the reunion as memorable as possible.

http://www.afcrossroads.com/famseparation/ret_video.cfm

As a parent, extended family member, or friend of an active, Guard or Reserve Service member, who is just coming home or is arriving soon, you are probably both excited and nervous about the homecoming. Even if you've been through a mobilization/ deployment before, this one has been different because of the increased stressors of the time. Regardless of your experience and Service member's assignment, there will be a period of adjust-

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Examples include:

- Natural disasters
- Acts of terrorism
- Mass casualty accidents
- Acts of violence
- Observed traumatic deaths
- Aircraft accidents/mishaps

First responders (e.g., medics, firefighters, security personnel, or unit members when the incident occurs at the worksite) are particularly vulnerable to this source of intense distress.

Post Traumatic Stress Disorder (PTSD) is caused by exposure to a traumatic event. The trauma is re-experienced. Disturbance causes clinically significant distress or impaired social, and/or occupational functioning. PTSD is a chronic, potentially debilitating disorder that has no cure. Early treatment programs can effectively manage the symptoms and improve the patient's quality of life. Combat exposure and sexual trauma victims have a high incidence of developing PTSD. An effective plan must include getting help for this individual. This may be achieved by contacting the Life Skills Support Center, senior leadership, and by providing education for service members and their families.

Anxiety is an unpleasant sense of discomfort or apprehension that is a normal reaction to stressful life events such as basic training, short suspense tasking, or meeting important social or financial obligations. Normal anxiety usually decreases once the challenges causing it are met. Excessive anxiety and worry can linger over several months and interfere with an individual's work or personal life. Significant anxiety can lead to alcohol abuse, relationship problems, and depression.

- Know the signs of anxiety

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- Ask the person directly about anxiety and worry over personal problems or stressors
- Ask directly how you can be supportive
- Assure the person that effective treatments for anxiety are available
- Be vigilant for unhealthy coping responses such as alcohol or drug abuse
- Encourage the person to seek appropriate care (i.e., primary care manager or Life Skills Support Center)

Depression is a term used to describe everything from transient sadness to a serious health disorder that encompasses both emotional and physical symptoms. Depression is a real medical condition and there are many proven treatments. These treatments are often more effective if implemented in the early stages of depression.

The following signs have been associated with depression:

- Persistent feelings of sadness
- Loss of interest in pleasurable activities
- Apathy at the workplace/decline in work performance
- Change in appetite or weight
- Difficulty sleeping
- Poor focus and concentration
- Feeling fatigued (lack of energy)
- Hopelessness
- Restlessness, irritability, or easily agitated
- Thoughts of suicide
- Engaging in unsafe behaviors (reckless driving, driving while intoxicated, and decreased safety practices)

Know the warning signs of depression and communicate to the person with depression that asking for help is a sign of strength not weakness.

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Navy-Marine Corps Relief Society
<http://www.nmcrcs.org/>

Operation Home Front
 This site includes a variety of information relevant to Illinois Reservists and National Guard members.
<http://www.operationhomefront.org/>

USAHELP.US
 Have a Heart/Adopt a Soldier.
<http://www.usahelp.us/default.php>

USO - Operation Care Package
<http://www.kintera.org>

United States Postal Service - Supporting Our Troops
 Mail deadlines, packing tips, etc.
<http://www.usps.com/supportingourtroops/>

Resources for Wounded or Injured Service Members and Their Families
http://www.nmfa.org/site/DocServer/Wounded_ServiceMember

Reunion and Post Deployment Homecoming Tips

Bienvenido a Casa - Guia para una Reunion Familiar Saludable
 The American Red Cross offers a guide for military persons who are returning home and their families with suggestions for how to make a smooth transition. (Spanish Version)
<http://www.redcross.org/pubs/afpubs/welcomeesp.pdf>

The American Red Cross - A Guide to a Healthy Family Reunion
 The American Red Cross offers a guide for military persons who are returning home and their families with suggestions for how to make a smooth transition.
<http://www.redcross.org/pubs/afpubs/welcome.pdf>

Section 5: Local/Regional/National Resources/Websites

Coast Guard Mutual Assistance

Department of the Navy Establishes Disabled Veterans Assistance Line

<http://www.donhr.navy.mil/NewsItem.asp?ItemID=496>

Enduring Freedom: Mobilization and Deployment

This site provides resources to aid service members and their families, civilian employers of reserve personnel, professionals, and organizations that support military families.

<http://www.militaryhomefront.dod.mil/>

The Home Depot - Project Homefront

Project Homefront is a national program created by The Home Depot to help military families repair and maintain their homes while a family member is deployed during Operation IRAQI FREEDOM.

http://www.rebuildingtogether.org/sponsors/sponsor_hd.php

Marine Corps Community Services (MCCS)

<http://www.usmc-mccs.org/>

Military.Com

A comprehensive list of deployment information and links.

<http://www.military.com/deployment>

Military Mobilization Fact Sheet

This fact sheet provides information to ensure service members' student loan benefit is protected while they are activated or deployed.

<http://www.nslp.org/pages/pdf/militarymobil.pdf>

National Guard and Reserve Healthcare Site

<http://tricare.osd.mil/reserve/index.cfm>

Naval Services FamilyLine

FamilyLine provides education, support, and information to assist sea service families.

<http://www.lifelines.navy.mil/Familyline>

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Suicide risk factors vary with age, gender, and ethnic group and may even change over time. The risk factors for suicide frequently occur in combination. Research has shown that more than 90 percent of people who commit suicide have depression or another diagnosable mental or substance abuse disorder. A suicidal person urgently needs to see a doctor or mental health service provider. For immediate help, call 911.

Additional Resources: Life Skills Support Center, CC/1st Sgt/any agency is the right agency—GET HELP.

<http://www.hopeline.com/6/suicide.asp>

Mental Health enhances readiness by promoting family and community health and resilience and helping individuals to develop skills for meaningful relationships and for a rich and rewarding family life. Life Skills serves families through these primary components:

- Community outreach
- Prevention services
- Family maltreatment intervention services
- Prevention services includes Family Advocacy Strength-Based Therapy Services (FASTS)
- New Parent Support Program

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Family Violence. National organizations promote research and provide leadership in the development of effective domestic violence public policy. The resource network at <http://www.nrcdv.org/> provides comprehensive fact sheets, specialized information packets, and other publications addressing a range of domestic violence issues; materials and technical support around the development and replication of model programs, legislation, and exemplary practices; and technical assistance, training, and referrals to other organizations to assist advocates, programs, and communities to meet local needs.

Child Abuse. When you have concerns for a child's well-being, the indicators listed below may help guide you in your thought process. Many of these "symptoms" or "signs" could be caused by things other than abuse or neglect. Generally, these indicators do indicate that a child's safety may be at risk and, at the very least, the situation should be assessed by a professional who is able to determine the causes of these symptoms and offer the help and assistance necessary to reduce the risk to a child.

Physical Indicators of Physical Abuse:

- Unexplained bruises and welts on the face, throat, upper arms, buttocks, thighs, or lower back in unusual patterns or shapes which suggest the use of an instrument (belt buckle, electric cord). These may be seen in various stages of healing after absences, weekends, or vacations
- Unexplained burns, cigarette burns, especially burns found on palms, soles of feet, abdomen, or buttocks; immersion burns producing "stocking" or "glove" marks on hands and feet; "doughnut shaped" on buttocks or genital area
- Rope burns
- Infected burns indicating delay in treatment; burns in the shape of common household utensils or appliances

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KATHIE'S FRESH DEPLOYMENT SURVIVAL GUIDE

Provides tips for surviving a deployment or separation.

Deployment Support Sites

Air Force Aid Society

Air Force Crossroads

Resource site for Air Force families

<http://www.afas.org/>

<http://www.afcrossroads.com/index.cfm>

American Red Cross - Treasures for Troops

An exciting year-round program that offers a way for Americans to brighten the day for deployed men and women in uniform serving overseas.

<http://www.trianglearc.org/afes/treasuresfortroops.htm>

Army Emergency Relief: <http://www.aerhq.org/>

Army Judge Advocate General Corps Legal Services

What to Know Now - Legal Readiness Deployment and Mobilization

<http://www.jagcnet.army.mil/legal>

1st Battalion, 5th Field Army Support

Alpha Battery Family Readiness Support Group

<http://www.htcsystems.com/iraq/index.htm>

"COMING HOME": A Guide for Parents, Extended Family Members or Friends of Service Members Returning from Mobilization/Deployment

"COMING HOME": A Guide for Service Members Returning from Mobilization/Deployment

<http://www.nmfa.org>

"COMING HOME": A Guide for Spouses of Service Members Returning from Mobilization/Deployment

<http://www.nmfa.org>

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SERVICE. 1-703- 325-3732

<http://www.angelica.dds.nl/findinfowwl.htm>

Guidelines for mailing packages to deployed soldiers

NOTICE: "To bolster force protection, the general public is urged not to send unsolicited mail, care packages, or donations to service members forward deployed unless you are a family member, loved one, or personal friend." DOD press release dated March 22, 2003

https://www.guardfamily.org/index.cfm?fuseaction=B0202_A03.list

Marine Corps Locator

To locate active duty Marines, contact the Marine Corps Worldwide Locator, Quantico, Virginia. 1-703-784-3942

<http://www.usmc.mil/marinelink/ind.nsf/locator>

Status of Deployed Ships

Current status of the US Navy, including active personnel and underway ships.

http://www.navy.mil/navydata/navy_legacy.asp?id=146

United States Postal Service

Our troops work hard for us overseas. Far from home, few things brighten their days more than mail from friends and loved ones. Follow these guidelines so your letters and packages reach them intact! Or learn about other ways to support our troops.

<http://www.usps.com/supportingourtroops/>

Deployment Preparation

US Coast Guard Family Readiness Guide

A Guide to Assist Families of Mobilized Coast Guard Reservists.

<http://www.uscg.mil/hq/reserve/magazine/mag2001/FAMGUIDE/index.htm>

Service Deployment Checklist

This toolkit is intended to assist in efforts to support family readiness.

<http://www.jagcnet.army.mil/>

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Behavioral Indicators of Physical Abuse:

- Behavioral extremes (withdrawal, aggression, regression, depression)
- Inappropriate or excessive fear of parent or caretaker
- Antisocial behavior such as substance abuse, truancy, running away, fear of going home
- Unbelievable or inconsistent explanation for injuries
- Lies unusually still while surveying surroundings (for infants)
- Unusual shyness, wariness of physical contact

Physical Indicators of Sexual Abuse:

- Torn, stained, or bloody underclothes
- Frequent, unexplained sore throats, yeast or urinary infections
- Somatic complaints, including pain and irritation of the genitals
- Sexually transmitted diseases
- Bruises or bleeding from external genitalia, vagina, or anal region
- Pregnancy

Behavioral Indicators of Sexual Abuse:

- The victim's disclosure of sexual abuse
- Regressive behaviors (thumb-sucking, bedwetting, fear of the dark)
- Promiscuity or seductive behaviors
- Disturbed sleep patterns (recurrent nightmares)
- Unusual and age-inappropriate interest in sexual matters
- Avoidance of undressing or wearing extra layers of clothes
- Sudden decline in school performance, truancy
- Difficulty in walking or sitting

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Sexual Assault Response Program: Sexual Assault is any undesired physical contact of a sexual nature perpetrated against another person. While associated with rape, sexual assault is much broader; the specifics may vary according to social, political, or legal definition.

According to the US Department of Health and Human Services, sexual assault includes “inappropriate touching; vaginal, anal, or oral penetration; sexual intercourse that (one says) no to; rape, attempted rape, (and) child molestation.”

Aggressors may include, but are not limited to, strangers, acquaintances, superiors, legal entities, or even family members. Often, the act is accomplished by force sufficient to cause physical injury. At other times, even though no lasting physical injury is sustained, the psychological damage done by this intimate violation may be substantial.

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Public Broadcasting System Kids

Materials to help parents and teachers communicate with the children in their lives.

<http://pbskids.org/rogers/parentsteachers/>

Sesame Street Workshop - Talking to your kids about war

The Sesame Street folks offer age appropriate techniques for helping your young child deal with war.

<http://www.sesameworkshop.org/parents/advice/article.php?contentId=7896160>

Talking With Children About War

Tips for parents regarding discussing war with children.

<http://life.familyeducation.com/war/communications/36261.html>

Deployment and Communication

Air Force Worldwide Locator

The Air Force Worldwide Locator handles requests to locate Air Force personnel (military and civilian) from the general public, families, and official requests from Department of Defense or Air Force Officials. THIS SITE HAS TEMPORARILY SUSPENDED ITS SERVICE. 1-210-652-5775

<http://ask.afpc.randolph.af.mil/>

American Red Cross

If you need to contact a military member for emergency purposes, please call your local Red Cross chapter. You may find your local Red Cross chapter telephone number by visiting the Red Cross website, clicking on "Your local Red Cross," and entering your zip code.

<http://www.redcross.org/>

Army Worldwide Locator

This service will provide military addresses of soldiers on active duty in the US Army. It will not provide information on Army National Guard, Army Reservists, or soldiers who have separated or retired. THIS SITE HAS TEMPORARILY SUSPENDED ITS

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<http://www.usn.mil>
<http://www.usmc.mil>
<http://www.uscg.mil>

Children and Deployment

Crisis Management Toolkit - Department of Defense Education Activity (DODEA)

The purpose of the DODEA Crisis Management website is to help families, educators, and community members understand how schools will ensure that children and personnel are safe and secure in the event of a crisis. It also offers many informative articles on helping children cope with trauma and stress.

<http://www.dodea.edu/instruction/crisis/index.htm>

Dads at a Distance

Resources for helping fathers who spend long periods of time away from their children keep the relationships strong.

<http://www.fambooks.com/daads.htm>

Military Children and Youth

This site, developed by the Military Family Resource Center, provides information on military children and youth issues, programs, and initiatives. It is designed to share information on military efforts with the civilian community, as well as to facilitate efforts within the military community.

<http://www.mfrc-dodqol.org/MCY/index.htm>

MilitaryStudent.org

Provides information about the military child in transition and deployment.

<http://www.militarystudent.dod.mil/>

Moms Over Miles

Resources to help mothers maintain and strengthen relationships with their children while they are away from home.

<http://www.fambooks.com/moms.htm>

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Helpful Hints:

- Avoid being alone in public, particularly at night, or in dark and/or isolated places
- Maintain situational awareness. Be aware of other persons
- Keep your vehicle and home locked
- Avoid isolated places such as deserted parking lots or stairwells in office buildings
- Be alert. Have car and house keys ready before you reach the door
- Trust your instincts. If you feel you are being followed or if you have suspicions about a minor auto accident or being stopped by a police official, keep driving to a well-lit, populated area before stopping
- Don't be alone with someone you do not know or trust
- If you are in trouble or feel you are in danger, don't be afraid to attract help any way you can. Scream, yell, or run away to safety

What to do if a family member shares what appears to be a sexual assault incident:

- Call for help using all means available (911, CC/1st Sgt)
- Contact the installation Sexual Assault Response Coordinator
- Support and counseling options from community health resources include national hotlines such as the National Sexual Assault Hotline at 1-800-656-HOPE and the National Domestic Violence Hotline 1-800-799-SAFE (7233) or 1-800-787-3224 (TDD)

Substance Abuse. Alcohol and drug abuse are serious, chronic conditions that adversely affect health, relationships, and careers.

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Warning signs of substance abuse:

- Need substance to get to sleep, relax, or relieve stress
- Hiding evidence: alcoholic drinks or empty bottles
- Lying about consumption
- No memory of events while using
- Inability to stop

If alcohol and/or drugs adversely affect *any* area of your life, either socially, at work, or at home, consult a health professional (Life Skills Support Center/Military OneSource, Alcoholics Anonymous, etc.).

<http://findtreatment.samhsa.gov/>

Family Advocacy Program has two primary objectives:

- Prevention of family violence through community education and skills development that enhance coping, adaptive, and resilience skills in life management (Parenting classes; Relationship Enhancement classes; Moms, Pops and Tots Playgroup; etc.)
- Treatment to assess and resolve problems, ensure safety, and help families regain stability (individual and group counseling sessions, Anger Management Group, etc.)

The Family Advocacy Program is the champion for personnel and family members who:

- Are at risk for potential violence
- Experienced violence episodes of some sort that may include
 - Child maltreatment. Child maltreatment is any behavior or act by a caretaker that inflicts harm on a child that may be psychologically and/or emotionally damaging
 - Physical abuse can result in permanent physical disabilities and death

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US Army Community Services

The Deployment Readiness website offers contact with Family Readiness Groups, handbooks, tools for deployment preparation, and links to Army Community Services.

http://www.armycommunityservice.org/vacs_deployment/home.asp

US Army Surgeon General

An overview of the emotional cycle of deployment, lessons learned with pitfalls, and helpful hints are provided. The website links Deployment, Homeland Defense, Family Matters, and a Benefits Signpost. The US Army Surgeon General, Army Center for Health Promotion and Preventive Medicine, the Army National Guard, and the Office of the Chief, Army Reserve, sponsor this website.

<http://www.hooah4health.com/environment/deployment/emotionalcycle2.htm>

US Department of Health and Human Services

A brief, readable primer is provided that describes basic skills and techniques for clear, effective crisis communications, information dissemination, and tools for media relations.

<http://riskcommunication.samhsa.gov/>

US Department of Homeland Security

To prepare for natural or man-made emergencies, this website provides “how to” information on assembling a supply kit and developing a family communication plan. With a little planning and common sense, you can be ready for the unexpected. Links for Citizen Corps, American Red Cross, and state agencies in your local area are provided. <http://www.ready.gov>

US NAVY, US MARINE CORPS, AND US COAST GUARD

Lifelines is the official source of quality-of-life information for the Department of the Navy and LifeLines Partner Organizations. The website provides multiple articles for all phases of deployment, plus resources and useful checklists. Links to partner organizations, US Marine Corps, and US Coast Guard are available.

<http://www.lifelines2000.org/services/deployment>

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USAF Family Member Programs Child Development Centers Family Child Care Homes School Age Programs Youth Programs

These Air Force facilities provide physical environments that protect children and youth. The five programs support developmentally appropriate activities promoting the social, emotional, cognitive, and physical development of children and adolescents.
<http://www.afsv.af.mil>

USAF Special Needs Identification and Assignment Coordination

The SNIAC process website provides support for helping professionals who assist family members with special medical and educational needs for reassignment purposes. Links to national organizations are provided. Humanitarian reassignments and Exceptional Family Member Program deferments are completed through the Air Force Personnel Center.
<http://www.affap.org>

USAF Suicide Prevention Programs

The basic principle of the Air Force Suicide Prevention Program is to involve the community in meeting the needs of those who serve and their families, whether that community is at their home installation or in the deployed environment.
<https://www.afms.mil/afspp>

US Army Medical Center for Health Promotion and Preventative Medicine

Air Force Base helping agencies co-located with Army posts can learn about resources provided for redeploying active duty soldiers, Army Guard members and Reservists, and their families. The guide to redeploying provides information to address issues or concerns associated with redeployment.
<http://chppm-www.apgea.army.mil>

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Domestic violence includes any behavior or act by one spouse that inflicts harm or that is intended to inflict harm on another spouse which include physical violence, verbal abuse, and psychological abuse

Special programs and services include:

- New Parent Support Program (RNs provide classes; group and home visits)
- Secondary Prevention Counseling (short-term counseling on space-available basis for couples and families)
- Family Maltreatment Program (assessment and treatment of child and spouse abuse)
- Special Needs Identification and Assignment Coordination (SNIAC) Process
 - Mandatory enrollment for active duty members with special needs family members
 - Family member relocation clearances
 - Facilities determination

Key Information. All active duty members and DOD civilian employees are mandated to report suspected incidents of family maltreatment. DODI 64001.2 & AFI 40-301

Active duty members with family members with special medical or educational needs are required to enroll in the Exceptional Family Member Program (EFMP), AFD 40-3

Children under the age of 11 years or who are incapable of self-care at any age may not be left unattended in a building or vehicle

Special Family Needs. Family stress can be defined as an imbalance between demands on the family and the family's ability to meet those demands. Examples of stressors include hardships such as a chronically ill child or family member. There are a number of ways to support families with special needs:

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- Understand the impact that illness or a chronic condition has on a family
- Encourage open communication with the active duty member so he/she feels comfortable discussing the family situation
- Periodically ask the active duty family member how the child is doing
- Periodically inquire if medical and community support needs are being met
- Allow adequate time for medical appointments and other obligations
- Ensure dependent care plans/SNIAC files are updated as the family member's condition changes
- Ensure that the military member with a special needs family member registers for a Q code through the base Special Needs Coordinator
- If possible, and when appropriate, link the person with someone who has experienced the same circumstances

Resources for Members with Special Family Needs: Members with special family needs should be referred to the SNIAC Respite Care. Respite Care is sponsored by the Air Force Aid Society. It is intended for active duty Air Force families who have a family member with special needs

Mildly Ill Family Child Care (MIFCC) Program: MIFCC provides care for mildly ill children who, under Air Force rules, would not be allowed to continue to receive care in base child care facilities. Children who are in the non-contagious stages of communicable illnesses or who have mild respiratory illnesses will be accepted for care.

Family Liaison Officer (FLO) Program: The FLO is part of the Air Force Survivor Assistance Program (AFSAP), which aims to provide efficient information flow, prompt service delivery, and timely compassion in continued service to our Air Force families.

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Reserve Affairs

Reserve components include the Army National Guard, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and Coast Guard Reserve. This website includes links to the following resources: Family Readiness toolkits and calendar, a guide to Reserve family member benefits handbook, health benefits for reserve component members and their families, reserve component health care benefits upon release from active duty demobilization, TRICARE dental program, return and reunion, and legal services.

<http://www.defenselink.mil/ra/familyreadiness.html>

<http://www.army.mil/usar/> Army Reserve

<http://www.navres.navy.mil/navresfor/> Naval Reserve

<http://www.marforres.usmc.mil/> Marine Corps Reserve

http://www.afreserve.com/home2_flash.asp Air Force Reserve

<http://www.uscg.mil/hq/reserve/reshmpg.html> Coast Guard Reserve

<http://www.arng.army.mil> Army National Guard

<http://www.ang.af.mil/> Air National Guard

USAF Chaplain Service

Delivering global ministry, the USAF Chaplain's website provides specific resources for care related to deployment for military members and families.

http://www.usafhc.af.mil/readiness_newsletter/index.html

<http://www.usafhc.af.mil>

USAF Family Advocacy Program (FAP)

The mission of the US Air Force FAP is to build healthy communities through implementing programs designed for the prevention and treatment of child and spouse abuse. At this site, registered staff members can view news relating to Air Force families and family programs in the news section, look up programs and personnel in the FAPNet directories, find answers to commonly asked questions in the "frequently asked questions" component, and look for other related links in the site links component.

<http://www.airforcefap.org>

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Youth. The Youth site contains age appropriate information and activities designed for children from 2 through 18 years of age. The site also offers interactive courses that address teen deployment issues.

<http://www.guardfamily.org/> National Guard Family Program Community

<http://www.guardfamilyyouth.org> National Guard Family Youth Project

<http://www.ang.af.mil> Air National Guard Website

National Institute of Mental Health

Mental Health and Mass Violence: Evidence-Based Early Psychological Intervention for Victims/Survivors of Mass Violence. A Workshop to Reach Consensus on Best Practices. Americans have been exposed to increased levels of mass violence and terrorism during the past decade; there is an urgent need to evaluate the various forms of early psychological intervention that are increasingly offered as part of the first response to these traumatic events.

The US Departments of Defense, Justice, Health and Human Services, Veterans Affairs, and the American Red Cross joined together to examine the evidence associated with these interventions and attempt to identify what we know is effective, what is not, and what questions require further research.

<http://www.nimh.nih.gov/research/massviolence.pdf>

National Military Family Association

Provides education and information regarding rights, benefits, and services in an effort to promote and protect the interests of military families. <http://www.military.com/>

Operation Child Care

Information on free child care for National Guard and Reserve personnel returning for 2 weeks of rest and recuperation leave from Iraq and Afghanistan. Sponsored by The National Association of Child Care Resource and Referral Agency (NACCRRRA).

<http://www.naccrra.org>

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TRICARE online may be used to make medical appointments, review medical claims, order prescription renewals or refills, and make enrollment changes. The system permits users to communicate electronically with health care providers, create or customize a TRICARE Online web page, and use the Personal Health Care Manager.

<http://www.tricareonline.com/>

TRICARE Phone Lines:

- TRICARE Information Service 1-888-363-2273
- (Beneficiary & Program Information) www.tricare.osd.mil
- DMDC Support Office (DEERS Eligibility) 1-800-538-9552
- TRICARE Mail Order Program (Pharmacy) 1-866-363-8667
- TRICARE Retail Pharmacy Program 1-866-363-8779

Your key to TRICARE eligibility depends on your enrollment in the Defense Enrollment Eligibility Reporting System (DEERS). DEERS will indicate the dates of eligibility. All uniformed services sponsors (active, reserve, or retired) should ensure that their family status (marriage, death, divorce, new child, etc.) and residential address are current in DEERS at all times. DEERS enrollment and/or updates are completed at uniformed services personnel offices, not TRICARE service centers.

Many TRICARE programs have their own unique qualifying elements, i.e., persons with disabilities. Once eligibility for TRICARE has been determined, other program criteria may apply. For more information, contact your regional Beneficiary Counseling and Assistance Coordinator.

To access programs for persons with disabilities, see:

Section 2: Medical Support Services**TRICARE Handbook:**

<http://www.tricare.osd.mil/TricareHandbook/>

TRICARE Prime Remote Enrollment:

<http://www.tricare.osd.mil/tpr/>

Continued Health Care Benefit Program:

<http://www.tricare.osd.mil/chcbp/default.htm>

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members, as well as their civilian employers. Trained Employer Support of the Guard and Reserve volunteers and the Ombudsmen Services national staff are available to promptly respond to inquiries and conflicts presented by employees or employers.
<http://www.esgr.org/>

Military Child Education Coalition (MCEC)

A worldwide nonprofit organization that aims to level the educational playing field for military children around the world; recently published a book focused on early childhood education. "Preparing for the Journey" focuses on children from preconception through the second grade and provides an overview of key early childhood issues for parents to consider. It offers practical, inexpensive ideas families can use to spark their children's natural desire to learn as well as tips to help families successfully manage multiple transitions. <http://www.militarychild.org>

National Guard Bureau Family Program

The National Guard Family Program On-line Community provides a full range of information, referral, follow-up and support tools offered for Army and Air National Guard members and their families through two distinct websites.

The Guard Family site is designed to facilitate personal well being and enhance professional development throughout the deployment process. Each stage of deployment is addressed with practical day-to-day family readiness information, educational and awareness tools, self-assessment resources, and intervention strategies to address emotional, behavioral, mental, and physical wellness.

The Guard Family website contains links to the Guard family assistance program, pay and benefit information, legal services, insurance, and medical and dental benefits as well as security and emergency information.

The National Guard Bureau Family Program offers a unique website that is designed specifically for Army and Air National Guard

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The Air Force Readiness Edge provides an extensive list of websites on a wide variety of military and family issues.
<http://www.afcrossroads.com/famseparation/resources.cfm>

Air Force Aid Society

The official charity of the US Air Force. It promotes the Air Force mission by “helping to relieve distress of Air Force members and their families and assisting them to finance their education.”
<http://www.afas.org/>

Air Force Casualty Assistance Information

The Air Force Personnel Center website provides information on Casualty Assistance Representatives and Survivor Benefit Plans.
www.afpc.randolph.af.mil

Air Force Crossroads

The official website of the Air Force for military family members and the helping agencies that provide support.
<http://www.afcrossroads.com>

Air Force Legal Services Agency, Legal Assistance Division

The Air Force Legal Assistance Division (AFLSA/JACA) carries out the overall administration of the Air Force Legal Assistance and Preventive Law programs and sets policy on legal assistance, tax assistance, notary, and preventive law matters that affect Air Force personnel worldwide.
https://aflsa.jag.af.mil/GROUPS/AIR_FORCE/JAC/jaca/index.html

Air Force Survivor Assistance Program

The Office of Survivor Assistance coordinates resources to support family needs following an unexpected loss of life.
<http://survivorassistance.afsv.af.mil>

Employer Support of the Guard and Reserve (ESGR)

The Uniformed Services Employment and Reemployment Rights Act provides reemployment protection and other benefits for veterans and employees who perform military service. It clarifies the rights and responsibilities of National Guard and Reserve

Section 3: Chaplain Support Services

Special Chapel Worship Services. Chapels offer special prayers and religious gatherings before and during the deployment of military members, whether the deployment is related to war or peacekeeping missions. Chaplains and other religious-oriented programs may be sources of individual, family, and unit support.

Death Notification. A chaplain, by policy, is a member of any Death Notification Team from the base.

- Death Notification Teams consist of notification officers (Line), Chaplains, and medical personnel. These teams officially notify family members of a casualty or death.
- Notifications are never made by telephone. By policy, a chaplain is prevented from making the official death announcement, but is present to provide emotional, spiritual, and pastoral support.

Traumatic Stress Response. Chaplains are trained members of the base TSR Team that responds to disasters, suicides, terrorism, and violence.

Ministry.

- Grief ministry assists family members, coworkers, and military members coping with loss or death. Grief counseling, support groups, grief management, and pastoral support are ministries in which chaplains can assist.
- Prayer Ministry is provided by chaplains and is available for personal prayer and spiritual counseling. Many chapels offer prayer services, prayer meetings, or prayer retreats. Prayer telephone lines or e-mail ministries are offered at some local bases.

Section 4: Family Readiness Services

- A special POA is more limited. It is used to allow the grantee to do specific tasks on the grantor's behalf.

Military members returning from deployment often have to deal with legal issues, and the Legal Office offers a range of services to assist them. Most commonly, members have questions about their income taxes. The Legal Office can help explain some of the tax implications of deployment, including the Combat Zone Tax Exemption and the automatic extension of filing deadlines available to deployed military members.

They can also assist with certain consumer law issues, including offering information about the protections available under the Service Members Civil Relief Act and, for members of the Guard and Reserves, the Uniformed Services Employment and Reemployment Rights Act.

The Legal Office can provide advice on domestic legal issues and is prepared to help members revise and update their wills and POAs to reflect changing circumstances, including termination of deployment POAs.

Postal Information and Tips. Single or unaccompanied Airmen should ensure that mail will be held at the post office while they are away. When returning, it is possible to inform the local post office approximately 7 days ahead of time that mail can be started again. For family and friends who want to mail letters and packages to loved ones at the deployed locations, remember these general rules:

- Size and weight limitations apply
- 130 inches (length and girth combined)
- No more than 70 pounds

The following items are prohibited in accordance with US Postal Bulletin:

- Securities, currency, or precious metals in raw or

Section 5: Local/Regional/National Resources/Websites

National	Web Page: http://
USAF Chaplain Services	www.usafhc.af.mil
USAF Family Advocacy Program	www.airforcefap.org
USAF Family Members Programs	www.afsv.af.mil
USAF Special Needs Identification & Assignment Coordination	www.affap.org
USAF Suicide Prevention Programs	www.afms.mil/afspp
US Army Center for Health Promotion & Preventive Medicine	chppm-www.apgea.army.mil
US Army Community Services	www.armycommunityservice.org/vacs_deployment/home.asp
US Army Surgeon General Environment/deployment/emotionalcycle2.htm	www.hooah4health.com/Environment/deployment/emotionalcycle2.htm
US Department of Health & Human Svcs	riskcommunication.samhsa.gov/
US Department of Homeland Security	www.ready.gov
US Navy, US Marine, & US Coast Guard	www.lifelines2000.org/Services/deployment www.usn.mil www.usmc.mil www.uscg.mil
I Need That Number Now! 1-800 Numbers and Websites	http://www.eapage.com/800.htm

Section 5: Local/Regional/National Resources/Websites

National	Web Page: http://
Air Force Aid Society	www.afas.org
AF Casualty Assistance	www.afpc.randolph.af.mil
AF Crossroads	www.afcrossroads.com
AF Legal Services Agency	https://aflsa.jag.af.mil/
AF Survivor Assistance Program	survivorassistance.afsv.af.mil
American Red Cross Armed Forces Emergency Services	
Army Emergency Relief	www.aerhq.org
Coast Guard Mutual Assistance	www.cgmahq.org
Employer Support of Guard/Reserve	www.esgr.org
Military Child Education	www.militarychild.org
National Guard Bureau Family Program	www.ang.af.mil/programs
National Institute of Mental Health	www.nimh.nih.gov/Research/massviolence.pdf
National Military Family Association	www.nmfa.org
Navy/Marine Relief Society	www.nmcrs.org
Purchase a Patriot Bond	www.ustreas.gov
Reserve Affairs	www.defenselink.mil/ra/
Military Homefront	
Special Operations Warrior Foundation	www.specialops.org/contribute.html
Tragedy Assistance Program for Survivors	www.taps.org

Section 4: Family Readiness Services

- unmanufactured state
- Mail addressed to “Any Service Member” or similar wording. Mail must be addressed to an individual by name or job title (such as “Commander”)
- Obscene articles, prints, paintings, cards, films, video tapes, and horror comics
- Any matter depicting seminude or nude persons, porno graphic or sexual items; even common magazines that show partially clad individuals
- Non-authorized political materials
- Religious materials of non-Islamic faith may not be shipped in large quantity, but personal religious items or material may be shipped
- Pork or pork byproducts and fruit
- All alcoholic beverages; foods containing alcohol and materials used in the production of alcoholic beverages
- Animals or living plants

Repatriation for Noncombatant Evacuation Operations (NEO).

There have been a number of authorized and ordered departures of families from OCONUS locations in the past. Airman & Family Readiness Centers (A&FRC) play a critical role when DOD personnel and their family members are repatriated to safehaven locations, providing invaluable assistance throughout the entire safehaven process. A&FRC professionals greet and assist repatriated families at the airport, maintain weekly contact and support while the families are in safehaven status, and ease the transition back to the departed or designated locations.

<http://www.armyg1.army.mil/MilitaryPersonnel/neo.asp>

DoD Deployment Health and Family Readiness Library

Our DoD Deployment Health and Family Readiness Library provides service members, families, and healthcare providers an easy way to quickly find the deployment health information they value. This library consists of an assortment of deployment

Section 4: Family Readiness Services

health and family readiness fact sheets, guides, and other useful products all available on a single website for your use

The library was created to provide a single, easy to use Website. The site features the most comprehensive, accurate, and up-to-date deployment health and family readiness information

<http://deploymenthealthlibrary.fhp.osd.mil>

Section 5: Local/Regional/National Resources/Websites

COMMUNITY	Phone:
AF Military Pay	1-800-321-1080
AF Personnel Center	1-866-299-0596
AF Survivor Assistance Program	1-877-872-3435
Air National Guard Bureau Family Program	1-888-777-7731
American Legion	1-800-504-4098
American Red Cross Messages	1-877-272-7238
Armed Forces Emergency Service	1-888-737-4306
Casualty Affairs	1-877-353-6807
Defense Finance and Accounting Office	1-800-321-1080
Department of Veterans Affairs	1-800-827-1000
Military Family Resource Center	1-703-602-4964
Memorial Programs Service	1-800-697-6947
National Association for Uniformed Services	1-800-842-3451
National Cemetery System	1-800-827-1000
National Military Family Association	1-703-931-6632
Social Security Administration	1-800-772-1213
Society of Military Widows	1-800-842-3451
Tragedy Assistance Program for Survivors	1-800-959-8277
USAF Mortuary Affairs	1-800-531-5803
Veterans Administration Regional Office	1-800-504-4099
Wings of Light	1-623-516-1115

Section 5: Local/Regional/National Resources/Websites

INSTALLATION	Phone:
Airman & Family Readiness Center	
Base Operator	
Casualty Assistance Representative	
Chaplain Services	
Child Development Center	
Civilian Survivor Benefits Assistance	
Command Post	
Critical Incident Stress Debriefings	
Emergency Room	
Family Child Care	
Family Liaison Officer	
Life Skills Support Center	
Local Police	
Military Equal Opportunity	
Mortuary Officer	
Public Affairs	
Regional Veterans Administration	
School Age Program	
Security Forces	
Staff Judge Advocate	
Youth Programs	

Section 5: Local/Regional/National Resources/Websites

UNIT	Phone:
Commander	
First Sergeant	
Orderly Room	
Key Spouse	
Key Spouse Mentor (typically the CC's Spouse)	
Community Readiness Consultant	
Readiness NCO	
Command Post	
Other Key Personnel	Phone: